INDUSTRY
Technology

LOCATION
London, United Kingdom

KEY CHALLENGES
- Data loss and user downtime
- Sensitive case files lacked reliable security
- Integration complexity
- Virtualization design needed to be replicated

SOLUTION
- Implemented infrastructure to host virtual machines and data in separate locations
- Housed data in memory and made desktop sessions non-persistent
- Reworked design plan to integrate diverse technologies
- Created design that could be replicated in a "cookie cutter" manner

RESULTS
- Virtualized infrastructure eliminated data loss and user downtime.
- Resolved security concerns
- Effectively solved technology integration challenges
- Saved time and lowered costs for both near and long-term implementations

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VMware Professional Services Drives Virtualization Transformation for UK Municipality

An UK municipality serves as the principal local authority, responsible for running the majority of services in the area, such as schools, social services, waste collection and roads. Run by a borough council that is elected every four years, the municipality recently began an expansive initiative to transform their technology infrastructure. With more than 2,600 businesses and services to oversee, it was critical that their environment be more reliable, flexible, and cost-effective.

Colt Technology Services Group Limited (Colt) provides IT managed services, and networking and communication solutions in the United Kingdom and internationally. The company offers various products and services, including application hosting, cloud, consultancy and professional, interactive voice, Internet, infrastructure hosting, data networking, security, telephony, and data centre services.

Ready for a change, the municipalities council decided to swap out their physical desktops for a sleek and secure virtual desktop infrastructure. They selected Agilisys, a provider of managed IT services and outsourcing solutions. Agilisys wanted to provision 3,600 desktops; however, Colt wanted the ability to scale the design up to 20,000 desktops for multiple customers including Agilisys. Colt was chosen to host the desktops in the Colt data centers in order to eliminate downtime during upgrades or server failure. Colt and Agilisys then engaged VMware Professional Services Technology Consultants to assess the situation and provide Agilisys with a provisioning roadmap.

The Challenge

Soon after the VMware Consultants completed the provisioning roadmap, they were brought back to the project to provide desktop virtualization as a hosted service to Agilisys. The complex charter was for a design that prevented user

downtime and data loss, provided airtight data security, and could be seamlessly replicated by other local borough councils.

The VMware Consultants lead the design process, collaborating with Agilisys and Colt to address the intricacies. As the design neared completion, however, a technology that was very new and cutting edge at the time was introduced to the mix. Using volatile, RAM-based storage meant that VMware Professional Services had to ensure the architecture would meet security and manageability requirements by working very closely with the storage vendor.

The Solution

The VMware Consultants quickly rdeveloped a completely new design for scaling the Agilisys solution to 20,000 desktops in a modular approach. Due to their extensive knowledge and experience, the VMware Consultants stayed on schedule, within budget and swiftly drove success.

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*Designed and deployed a
virtualized infrastructure to
ensure data security,
eliminate data loss and keep
users connected.*

The implementation phase followed with the initial provisioning of 3,600 virtual desktops and the VMware Consultants conducting knowledge transfer sessions that included hands-on workshops and training. As a result, the vendors were prepared to operate and support the new infrastructure when the VMware Consultants completed the engagement.

Business Results and Benefits

Recognition for the successful deployment has been widespread, with the Colt-Agilysis team winning the award for Best Desktop Virtualization Project at the VMworld Europe 2012 user awards in Barcelona. With the VMware Consultants at the helm, the initiative to transform the municipality infrastructure has been a tremendous success.

The VMware Consultants provided significant business value throughout the engagement and have helped the municipality's council accomplish mission-critical goals.

• **Resolved data security challenges:** An independent IT security firm, which is licensed by the UK government (CESG) carried out the audit and assessment.

• **Eliminated data loss and user downtime:** The new infrastructure enabled users to reconnect immediately afterwards and data are kept intact if a server fails.

• **Created design for seamless replication and cost savings:** The straightforward design lowered operational and hardware costs and is an option for other local borough councils to implement in the future.

• **Transferred knowledge:** By sharing key information, the VMware Consultants gave the vendors the knowledge they needed to successfully operate the infrastructure post deployment.

• **Increased performance:** Using Atlantis ILIO, the performance of the desktop exceeded that of the previous physical desktop deployment. Time to patch and provision applications was reduced from weeks to hours.

Looking Ahead

The VMware Consultants created a virtualization design that is an ideal fit for the municipality's council, with the flexibility to upgrade as the borough grows. As the deployment continues, the municipality's council is pleased with progress, and enjoying peace of mind that data from their local services will stay secure and intact.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to your business. www.vmware.com/services

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